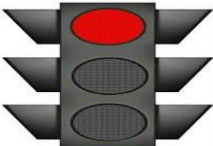
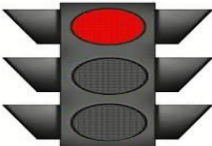


% Commercial Permits Issued After 15 Days (Multi Agency) Develop Louisville

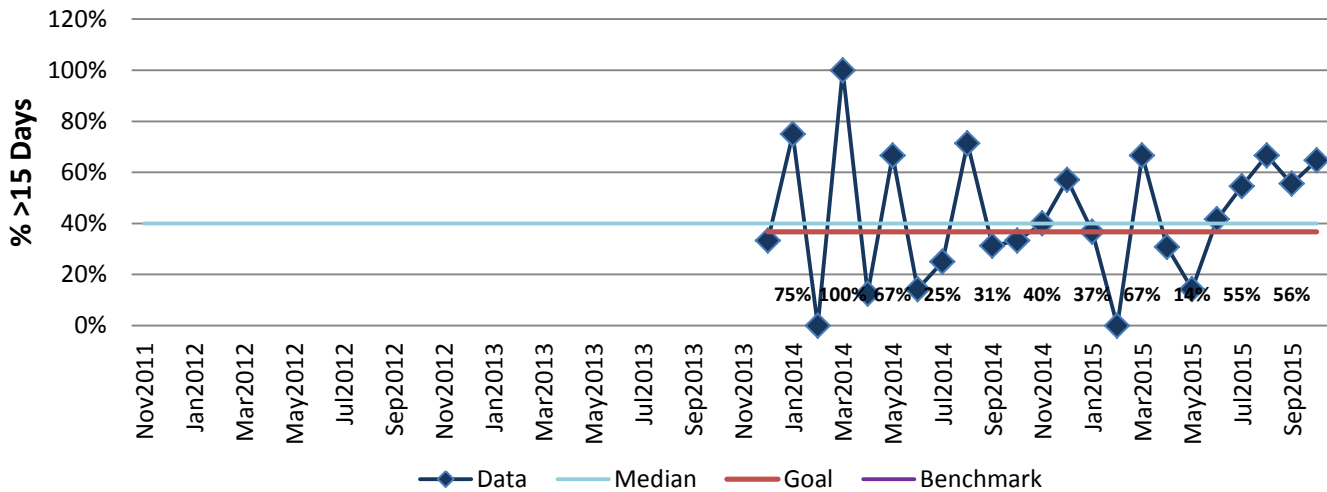


KPI Owner: David Marchal

Process: Permit Review

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 38.68% (Dec, 2013 - Nov, 2014)		Data Source: Hansen Goal Source: Construction Rev. Mgr. Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: Reduce defect rate from baseline of 38.68% to 36.75% (5% decrease from CY14 baseline)			Measurement Method: Percent of Commerical permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days		
			Why Measure: Monitor turnaround time relative to customer expectations		
Benchmark: TBD			Next Improvement Step: Develop Louisville will analyze reasons for extended review periods		
How Are We Doing?					
Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Oct2015 Goal	Oct2015 Actual	
36.75%	44.07%		36.75%	64.71%	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

% Commercial Permits Issued After 15 Days (Multi Agency)



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.